

## POLITICA PER LA QUALITÀ

In order to increase Customer satisfaction, by complying with the requirements defined by the Customer, CITAL s.r.l. has defined its Quality Policy based on the basic principles of the UNI EN ISO 9001: 2015 standard and on inspiring business principles, which have always fueled the desire to be market leaders.

Quality policy CITAL s.r.l. :

- a) is appropriate for the purpose, context and supports the strategic direction of the organization;
- b) provides a framework for setting quality objectives;
- c) includes a commitment to customer satisfaction;
- d) includes a commitment to continual improvement.

The respect of the aforementioned requirements is aimed at obtaining:

- continuous satisfaction of the Customer's expectations and requirements;
- the involvement and professional growth of personnel;
- cooperation and involvement of suppliers;
- the process vision of the internal organization;
- the ability to deal with risks and opportunities associated with the context and objectives (Risk-Based Thinking);
- the strategic vision of the Management, which highlights the central role of the Quality Management System for business development.

The Management of CITAL s.r.l. defined the following objectives of the Quality Policy as strategic:

- increasing Customer satisfaction with respect to contractual requirements;
- staff training, to increase skills and satisfaction for their role;
- ability to always offer each customer the best possible product in agreed times
- identification, collection, management and processing of company data, essential for the correct management of the company.
- respect for laws, mandatory requirements and contractual requirements
- *attention and protection of the health of its workers through the management and control of health emergency situations*

The CITAL s.r.l. it is also committed to :

- development of competitiveness
- development of innovation, gradual and progressive
- entrepreneurial Spirit that favors growth through the choice of planned and planned investments

The Management is committed to communicating the Quality Policy to the staff, publishing it in a visible place and making it available to interested parties on the Company's website.

Verzuolo, 08 febbraio 2021

La Direzione Generale

